

# Basics of Management

[Overview](#)[CE Credits](#)[Learner Comments](#)

## Overview

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### DESCRIPTION

Successfully completing the series will result in an Announcement of Qualification, placed in your personnel file. The State Human Resources Division recommends this training be treated as an equivalent qualification (six months' to one year's supervisory experience) or as a deciding factor when assessing substantially equally qualified candidates for a supervisory position in state government. We emphasize, however, that this announcement carries no guarantee of advancing into a management position.

- The Assignment** The big picture of state government. The basic principles of supervision and management. The transition into supervision from doer to delegator. Leadership styles.
- The Challenge** The challenge of communicating effectively. Communication skills for managing diversity. Win/win communications.
- The Job** Identifying what needs to be done. Establishing priorities, managing time, and understanding stress. Principles of planning.
- The Staff** People and their performance. Communicating job expectations. Coaching along the way. Evaluating the results of individual work. Delegating for growth.
- The Problems** Defining people problems. Defining discipline. Progressive discipline and the supervisor's part in it. Documenting. Managing conflict. Communicating through the conflict.
- The Choices** Participants will choose two topics dealing with issues of special importance to management. These will take place as half-day sessions – one in the morning and one in the afternoon.

**The Assessment** - Participants in the Basics of Management will take the assessment in two phases. An assessment prior to training will determine the need for training and provide a basis for comparison of the results of training. The assessment at the end of training will determine the success in training. A passing score will merit an Announcement of Qualification for consideration in hiring decisions.

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## CE Credits

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The Basics of Management is available for the following types of credits:

### **POST (Peace Officer Standards and Training)**

Notify the instructor at the time of the class to sign a separate roster.

### **OPI (Office of Public Instruction) Renewal Units**

Contact the Professional Development Center before the beginning of the class at [pdc01@mt.gov](mailto:pdc01@mt.gov) to get the paperwork going.

### **Other Continuing Education**

The Professional Development Center can provide certification to submit to your association.



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"A well done class, well worth the time to take – I wish that managers needed to take this class as a review! Many useful tools to use not just in management, but in overall work relationships. Thank you!"

"I thought the training was great and I certainly learned a lot (about management and even about myself) that can be used both at work and in the 'outside world!'"

" Overall very good course. I was skeptical when I enrolled, but have to admit it was very informative. It make me think a lot about my future as a managers. I'm sure that the information will prove to be invaluable in the future."

"I really loved the entire course. I learned things about myself and how I react to things that I had never considered before. I know this will help me interact with my co-workers better."

"Course is well-balanced with emphasis on understanding people, communication, addressing problems, managing conflict, and motivation."

